UOB Troubleshooting (correct as at 20 January 2015)

Issue	Answer
Why can't I access my unit after logging into the UOB?	You are not recorded as the Unit Coordinator (UC) in Student One. Contact the Faculty Student Services Office to update information in Student One.
I am unable to type any text into the text boxes.	The Compatibility View option needs to be turned off. There is an icon at the end of the address line that looks like a torn piece of paper. Click on this icon once and the issue should be resolved.
I am a sessional academic and don't have an office or phone number provided by the University. How do I complete my contact details?	Enter "Off campus" in the room field and include the phone number of an administration contact from the School or Department.
How do I enter contact details for additional teaching staff for whom contact details are not available or incorrect?	Manually enter details of teaching staff if their staff ID is not available. Alternatively, when left blank, the published Unit Outline provides space for students to write staff information manually.
Assessment Tasks/Unit Learning Outcomes are producing a formatting error.	The formatting in Student One is incorrect. Contact the Faculty Student Services Office to correct formatting in Student One.
The Syllabus, Requisite Information, Assessment Tasks and/or Unit Learning Outcomes are incorrect.	The information in Student One is incorrect. Contact the Faculty Student Services Office to update information in Student One.
The Tuition Pattern is incorrect.	The Tuition Pattern can be manually altered in the UOB. The tuition pattern in the UOB must be consistent with the tuition pattern in Student One.
I'd like the lecture/seminar time automatically inputted.	This data is not captured in Student One and so cannot be extracted by the UOB system. Timetabling is managed by a different system so needs to be entered manually.
Do I have to re-enter information for different availabilities of a unit?	The UOB has the capacity to do this. A copy feature exists where a unit outline can be copied into other availabilities and edited as required.

Issue	Answer
Can I give another staff member access in order to help me create my unit outline?	You can assign contributor access to another Curtin staff member. Click on "Contributor access" from the menu on the top left hand side and input the staff member's ID number. Select the availabilities you wish to give them access to and click "Confirm". Please note: Those with contributor access are unable to publish a unit outline. This authority lies with the Unit Coordinator only.
I don't have a specific administrative contact for my unit.	As this is a mandatory field, a staff ID must be entered.
My Program Calendar stretches past the edge of the page and not all columns are visible to students.	The URL display name needs to be shortened. For example, if your URL is "https://ctl.curtin.edu.au/using_blackboard/olas/olas_guide.cfm" when you use the Insert Link button in the text box editor, the title should be renamed to OLAS – Using Blackboard, or something similar.
My Program Calendar is not formatted correctly OR The font size of my unit outline is too small.	Formatting issues are still occurring, particularly when Program Calendars are being copied into the UOB. These errors can be minimised by: - ensuring that the preferred width of any tables is set at 100% - avoiding merging rows and columns - avoiding long paragraphs of text within table cells - minimising use of URLs within table cells, especially long URLs - using portrait, rather than landscape page layout when creating the program calendar in Word Also we have found that row numbering in table columns will occasionally be translated incorrectly when copying tables from Word. The numbering will have to be manually corrected in the UOB text editor. Text colouring/shading in paragraphs/tables created in Word is generally not copied across into the UOB when copying/pasting. This will have to be re-added within the text editors.
I have published my unit outline but I now realise that there are mistakes that need to be corrected. How do I arrange for my unit outline to be unpublished?	Unit outlines are required to be published at least one week prior to the commencement of the study period. A request for a unit outline to be unpublished should be sent to Eric Martini (Eric.Martini@curtin.edu.au). This request should be in the form of an email from the relevant Head of School / Department granting approval for a unit outline to be unpublished.